

APPENDIX A – Key Performance Indicators July to September 2020

Quarter - July to September 2020									
Business Process Perspective	Target	This Quarter	Previous quarter	Customer Perspective - Feedback	Target	This Quarter	Previous Quarter		
Retirement Benefits notified to members within 10 working days of paperwork received	92%	95%	▲	94%	Establish members understanding of info provided - rated at least mainly ok or clear	95%	100%	▲	100%*
Pension payments made within 10 working days of receiving election	95%	95%	▲	94%	Experience of dealing with Section - rated at least good or excellent	95%	97%	▲	94%*
Death benefits/payments sent to dependant within 10 working days of notification	90%	86%	▼	95%	Establish members thoughts on the amount of info provided - rated as about right	92%	99%	▲	100%*
					Establish the way members are treated - rated as polite or extremely polite	97%	100%	▲	98%*
					Email response - understandable	95%	93%	▶	94%
Good or better than target	▲				Email response - content detail	92%	92%	▲	95%
Close to target	▶				Email response - timeliness	92%	97%	▲	96%
Below target	▼								

***Previous quarters results were temporarily suspended due to Covid and the move to home working.**

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